



أكاديمية الزمالة العربية البريطانية  
Arab British Academy Fellowship  
A.B.A.F





# Emotional Intelligence Workshop



## Why Attend

The overall aim of this course is to provide participants with the competencies required to improve their Emotional Intelligence (EI). Participants on this interactive course will explore the importance of EI as well as its positive impact at the professional and social levels with an aim to increase the effectiveness of their relationships at work and in life. Participants will also learn how to utilize EI skills around the Mayer, Salovey, Caruso Emotional Intelligence Test (MSCEIT) model by helping them devise a Personal Development Plan (PDP) to improve in all the required EI competencies.

## Course Methodology

This course relies on the use of psychometrics to help participants identify their emotional intelligence abilities. The course also features the use of interactive exercises and activities in order to allow participants to develop strategies that will help them improve their competencies in emotional intelligence.

## Course Objectives

By the end of the course, participants will be able to:

- Discover the impact of emotions on human behavior
- Use the six principles of emotional intelligence in order to enhance relationships with others
- Interpret EI scores and their implications in order to improve interactions with other people
- Identify their EI strengths and weaknesses using the MSCEIT model
- Devise a PDP aimed at developing and improving emotional intelligence



- Apply EI skills in order to maximize personal influence at the professional and social levels

## Target Audience

Managers, business professionals and individuals who have decided to learn and develop their emotional intelligence competencies to enhance as well as manage their relationships at work and in life.

## Target Competencies

- Emotional self assessment
- Managing emotions
- Emotional expression
- Emotional understanding
- Relationship building
- Tact, transparency and emotional control
- Impact, influence and resilience



- **Emotions and reasoning at work: the six principles**
  - Rule of reason or rule of emotion
  - Principle one: emotions are data
  - Principle two: emotions should not be ignored
  - Principle three: emotions should not be hidden
  - Principle four: decisions and emotions
  - Principle five: emotions follow logical patterns
  - Principle six: emotional universals and specifics
  - Case studies and applications
- **Emotional Intelligence: the ability model**
  - The full cycle of the ability model and its implications
  - The Mayer Salovey Caruso Emotional Intelligence Test (MSCEIT)
  - Perceiving emotions
  - Using emotions
  - Understanding emotions



- Managing emotions
- Determining your EI score
- Understanding and interpreting your EI score results
- Providing feedback on EI score results
- Implications of EI results at the professional and personal levels
- Tips and recommendations
  
- **Understanding your emotional skills**
  - Reading people: identifying emotions
  - The mood meter and its implications in understanding EI
  - Plutchik's wheel of emotions
  - Getting in the mood: using emotions
  - Predicting the emotional future: understanding emotions
  - Doing it with feeling: managing emotions
  - Measuring emotional skills
  
- **Developing your emotional skills**
  - Reading people correctly: improving your ability to identify emotions
  - Getting in the right mood: improving your ability to use emotions
  - Emotional storytelling
  - Predicting the emotional future accurately: improving your ability to understand emotions
  - Doing it with smart feelings: improving your ability to manage emotions
  - Managing anger at work
  - Managing anger in life
  
- **Applying your emotional skills**
  - Managing yourself: applying your emotional intelligence skills
  - Managing others: applying emotional intelligence skills with others
  - Emotional role play
  - Building the emotionally intelligent person
  - Working around the emotional blueprint
  - Building the emotionally intelligent person with the emotional blueprint
  - Real life examples and case studies



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